

License Management, Key File Fault

OPERATING INSTRUCTIONS

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Contents

1	Alarm Description	1
2	Procedure	1
2.1	Handle Alarm License Management, Key File Fault	1





1 Alarm Description

The alarm is raised when an installed license is unreachable for more than 24 hours.

In a deployment with multiple license key files, the alarm is raised in response to a single missing or corrupted license key file.

Table 1 License Management, Key File Fault Alarm Causes

Alarm Cause	Description	Fault Reason	Fault Location	Impact
Failing to reach an installed license for more than 24 hours	The license key file used by the Managed Element (ME) remains unreachable after the 24-hour Autonomous mode period. The ME enters Locked mode	The installed license key file is unreachable either because of connectivity problem or it goes missing or becomes corrupted	License servers	The licensed services are affected (no availability or limited capacity)
			Possible IP network issue	
			Domain Name System (DNS) server	
			Network interface	
Wrong fingerprint	The fingerprint in the license key file is not properly set	The fingerprint in the license key file does not match the fingerprint provided by the application	License key file on the license server	

Note: The alarm can be raised as a result of maintenance activities.

2 Procedure

2.1 Handle Alarm License Management, Key File Fault

Prerequisites

- This instruction references the following documents:
 - Activate Emergency Unlock Mode
 - Data Collection Guideline



- Install License Key File
- No tools are required.
- The following conditions must apply:
- The alarm is raised.
 - No ongoing maintenance activities are affecting the network or network elements.
 - The user has proper authority to handle configuration management of the network elements.
 - Linux® shell access to the System Controllers (SCs).
 - Access to an Ericsson Command-Line Interface (ECLI).

Steps

1. If there are any network-related alarms on the ME, act on them first.
2. Log on to the SC to access a Linux shell, for example:

```
ssh <user>@<hostname> -p 7022
```

3. Check connectivity with the persistent storage path, for example:

```
ls -l /storage/system/software/lm-apr9010503
```

4. Is the persistent storage path accessible?

Yes: Continue with the next step.

No: Proceed with Step 11.

5. Exit the Linux shell:

```
exit
```

6. Start the ECLI:

```
ssh <user>@<hostname> -p 22
```

7. Navigate to the `KeyFileManagement` Managed Object (MO), for example:

```
>dn ManagedElement=NODE06ST,SystemFunctions=1,Lm=1,KeyFileManagement=1
```

8. View the key file information:

```
(KeyFileManagement=1)>show -r
```

The following is an example output:



```

KeyFileManagement=1
  reportProgress
    actionId=0
    actionName="loadLicKeyFile"
    progressInfo=""
    progressPercentage=100
    result=SUCCESS
    resultInfo="Successfully loaded the new LKF"
    state=FINISHED
    timeActionCompleted="2014-05-13T14:12:34"
    timeActionStarted="2014-05-13T14:12:34"
    timeOfLastStatusUpdate="2014-05-13T14:12:34"
  KeyFileInformation=1
    installationTime="2014-05-13T14:12:34"
    locatable=true
    productType="SSR 8000"
  KeyFileInformation=2
    installationTime="2014-05-13T14:11:35"
    locatable=false
    productType="SASN"
  KeyFileInformation=3
    installationTime="2014-05-13T14:12:15"
    locatable=true
    productType="EDA 1500"

```

If `locatable=false`, then the corresponding license key file is missing or corrupted.

9. For each license key file with `locatable=false`, reinstall the original license key file obtained from the Ericsson software supply organization, refer to [Install License Key File](#).

Note: If an original license key file is unavailable, order a replacement license key file from the Ericsson software supply organization and install it.

Emergency Unlock can be used to temporarily restore system functionality while the missing or corrupted license key files are restored, refer to [Activate Emergency Unlock Mode](#)

10. Is the alarm cleared?

Yes: Proceed with Step 13.

No: Continue with the next step.

11. Perform data collection, refer to [Data Collection Guideline](#).
12. Consult the next level of maintenance support. Further actions are outside the scope of this instruction.
13. Job is completed.